

RxWeb - Quick User Guide

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Please note this is designed as quick reference guide to assist new users with their initial use of the system. A more complete manual is available within the system by clicking on the question mark to the far right of the menu bar, below the RxWeb logo.

This guide is not designed as a substitute for training with a member of the RxWeb training team.



You are free to print as many copies of this guide as you wish, but please note it is regularly updated to reflect the latest version of RxWeb.

1. RxWeb - Background Information

RxWeb is a unique, internet based pharmacy management system which has been accredited for the Electronic Prescriptions Service (EPS) by the Health and Social Care Information Centre (HSCIC) formally NHS Connecting for Health. It offers pharmacists a tool for engaging with the new NHS requirements for processing and dispensing medication.

The unique web environment provides many benefits to pharmacists wishing to use a modern Patient Medication Record (PMR) system. Your data is securely stored on our servers, centrally backed up and constantly reviewed to improve features and ease of use.

Changing to new software can be very daunting. We get used to patterns of work, comfortable to our individual ways and used to our environment. The thought of change can be unsettling. We aim to make your move to pharmaSys and move to the new EPS system as supported as possible. This guide is designed to act as a quick reference guide showing essential features for new users, it does not cover all the aspects of the system (the online help guide fulfils this role). We do not supply a printed manual as the software is constantly updated and is developed on a regular basis. However, you are encouraged to print this guide and keep it near your PC if you feel it would increase your confidence.

You can also call our support line on 0207 784 7346 if you need assistance.

RxWeb is designed to be most efficient in terms of speed when used with your barcode scanner and the EPS system. Using EPS will result in the minimum of keyed data entry and faster processing of prescriptions within your pharmacy.

2. Starting RxWeb and Navigating Around the System

Before you start RxWeb, you will need to insert your NHS smartcard into your cardreader and enter your passcode. RxWeb will work without your smartcard, but you will not be able to access the Electronic Prescription Service (EPS).

The system is web based and accessed via your web browser. The installation team will have created a shortcut on the desktop of your PC which will look similar to the image below:



Double click with the left mouse button on the icon to start the system. After a few moments the screen below will appear. Please ensure your smartcard is inserted and your passcode has been entered first if you wish to use EPS.

The RxWeb login screen. At the top, the 'RxWeb' logo is displayed in large green letters, with a green cross icon to its right. Below the logo, it says 'Powered by pharmaSys' in a smaller font. The main login area contains two input fields: 'Username' and 'Password', both with blue labels. Below these fields are three buttons: 'Forgot Password', 'Cancel', and 'Log In'. At the bottom of the screen, there is a warning in blue text: 'Computer Misuse Act 1990' and 'Unauthorised access to this system is an offence', followed by 'pharmaSys support 0207 784 7346' in a smaller font.

Enter your **Username** and **Password** as supplied to you at the time of installation and click on **Log In**. Please remember that your Password is case sensitive and will contain at least one capital letter and at least one number.

When you have done this an additional dropdown menu will appear showing the pharmacy branch you are working from. Click on **Continue** to access RxWeb.

If you have forgotten your password, you can use the **Forgot Password** button to send a reset code to yourself via email or SMS Text.

The screen below is known as the **Home Screen**. This is where you can start adding patients, entering prescriptions and dispensing medication.



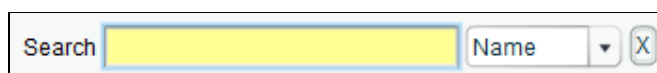
Different areas of the system can be accessed by moving your mouse over the menu items in the menu bar. For example, if you wanted to go to the ordering screen you would move your mouse to **Ordering** in the menu bar and select **Open Ordering** from the dropdown list that appears.

You can navigate around the system using your mouse (and it's left button), or using keyboard shortcuts. To use a keyboard shortcut, look at the button on the screen you wish to press, find the underlined letter and press that letter on your keyboard. For example, to select the **Add Patient** option from the selection on the screen below, you would simply press the **A** key on the keyboard. (There is no need to press CTRL or ALT at the same time)



You will find you can move around the system very quickly as you get used to using the keyboard shortcuts.

If you wish to enter text into a box, either use the keyboard shortcut, or click on the box with the mouse. When a text box is ready to accept text it will appear yellow as shown below:



During your use of the system you will often be presented with lists of information, e.g. lists of patients, lists of drugs, lists of prescriptions, etc.

You can select an item from a list by either clicking on it with the mouse or by pressing the number shown on the left-hand side of the list.

For example, in the list shown below, if you wanted to select the third patient down, you could click on it with the mouse or press the number 3 on the keyboard.

Selected items are highlighted in **yellow**. In this example patient 1 is currently highlighted.

	Name	DOB	Address
1	Smith, Adam	01/03/1940	22 Test Road
2	Smith, Bob	05/06/1990	1 Test Crescent
3	Smith, Gary	11/12/1980	44 Test Street
4	Smith, Gordon	08/12/1978	51 Test Address
5	Smith, John	01/02/1930	1 Test Street, POSTCOD

When you leave the list, the item you selected it will be shown in **blue**. This is to indicate which item you previously selected, as seen below:

	Name	DOB	Address
1	Smith, Adam	01/03/1940	22 Test Road
2	Smith, Bob	05/06/1990	1 Test Crescent
3	Smith, Gary	11/12/1980	44 Test Street
4	Smith, Gordon	08/12/1978	51 Test Address
5	Smith, John	01/02/1930	1 Test Street, POSTCOD

Some lists allow multiple items to be selected. In the example below you are able to select a range of medication from the patient's history.

You can either click on the box to select the item (a tick will appear in the box) or press the **spacebar** on the keyboard. You can then use the up and down arrow keys on the keyboard to move from one item to the next, pressing the spacebar to select as you go.

	R	Date	Type	Qty	Item
1	<input checked="" type="checkbox"/>	24/05/2013	FP10	56	Bendroflumethiazide 2.5mg tab
2	<input type="checkbox"/>	24/05/2013	FP10	56	Simvastatin 40mg tablets
3	<input type="checkbox"/>	24/05/2013	FP10	28	Atenolol 50mg tablets
4	<input type="checkbox"/>	24/05/2013	FP10	56	Simvastatin 40mg tablets
5	<input type="checkbox"/>	24/05/2013	FP10	28	Warfarin 1mg tablets
6	<input type="checkbox"/>	24/05/2013	FP10	56	Bendroflumethiazide 2.5mg tab
7	<input type="checkbox"/>	24/05/2013	FP10	28	Atenolol 50mg tablets
8	<input type="checkbox"/>	24/05/2013	FP10	56	Simvastatin 40mg tablets
9	<input type="checkbox"/>	24/05/2013	FP10	56	Bendroflumethiazide 2.5mg tab
10	<input type="checkbox"/>	24/05/2013	FP10	56	Simvastatin 40mg tablets

3. Responsible Pharmacist Log

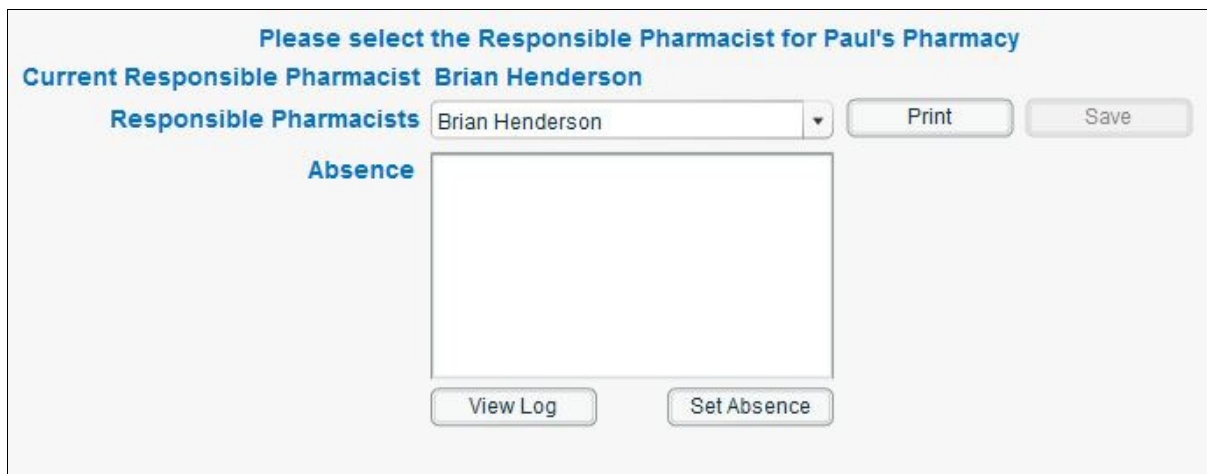
RxWeb allows you to record the responsible pharmacist and any absence or breaks during the day. The responsible pharmacist module can be turned off in the **Dispensing** section of **System Configuration** if you prefer to use another recording method.

The responsible pharmacist details are displayed at the top of the screen as shown below. If no responsible pharmacist is selected the text will appear in red and the responsible pharmacist name will say **None**.



A screenshot of a software interface header. It displays 'Branch: Paul's Pharmacy' in green. Below it, 'Resp. Pharmacist: Brian Henderson' and 'User: Paul Murdoch' are shown in green. At the bottom of this section is a horizontal menu with four items: 'Prescriptions', 'Patients', 'CareHomes', and 'Prescribers'.

To change the responsible pharmacist, click on the System menu and then Responsible Pharmacist. The following screen will then appear:



A screenshot of a configuration screen titled 'Please select the Responsible Pharmacist for Paul's Pharmacy'. It shows 'Current Responsible Pharmacist Brian Henderson'. Below this, there is a section for 'Responsible Pharmacists' with a dropdown menu currently showing 'Brian Henderson'. To the right of the dropdown are 'Print' and 'Save' buttons. Below the dropdown is an 'Absence' section with a large empty rectangular box. At the bottom of the screen are 'View Log' and 'Set Absence' buttons.

You can select a new responsible pharmacist from the dropdown menu. Here you can also set an absence if you wish or view the log between a set of dates (the log can also be printed out).

To add a new pharmacist to the list of responsible pharmacists this must be done through the **Group Administrator** interface. See the Group Admin Quick User Guide for details.

4. Adding a Patient

If you are adding a new patient using the Electronic Prescription Service (EPS), the patient details will automatically be added when you download their first prescription. Please see section 6 for details on using EPS prescription.

There are several different ways to add a patient, you can use the **Add Patient** button or go to the menu bar, select **Patients** and **Add Patient**. This will open the following screen:

The screenshot shows a web form titled 'Personal' with three main sections: 'Personal Details of patient:', 'Contact Details', and 'Conditions'.

- Personal Details of patient:** Includes fields for Title (dropdown), First Name, Middle Name, Last Name, Birth Date (MM/DD/YYYY), Age, Exemption (dropdown with 'N: No Exemption' selected), Label Req (dropdown with 'None' selected), NHS Number, Gender (dropdown with 'Male' selected), Ethnicity (dropdown with 'British' selected), and GP (text field with a search icon). There is a 'Prescriber Label' button at the bottom.
- Contact Details:** Includes fields for Address 1, Address 2, Address 3, Town/City, County, Country (dropdown with 'United Kingdom' selected), Post Code, Telephone, Mobile, Email, and Fax.
- Conditions:** Includes a 'Change' button, a 'Bag Label Note' section with a large text area, a 'Delivery patient' checkbox, and an 'Add Patient' button at the bottom right.

You can add the patient's title by clicking on the small triangle on the right of the title box and selecting the correct title from the list.

Once you have selected the correct title, you can either click on the **First Name** box or press **Enter** on the keyboard to move from the **Title** box to the **First Name** box.

When you have entered the first name, press **Enter** again to move to the **Middle Name** box. You do not have to enter a middle name if you do not wish to. Simply press the Enter key again to move onto the next field.

As you enter the patients date of birth, the cursor will automatically move from one box to the next (make sure you enter 4 digits in the year field).

If you wish to record an exemption or select a large font label, you can do so from the **Exemption** and **Label Req** dropdown menus. You can continue to press Enter to move through all of the fields on the screen.

To select a **GP** you must search by surname first (plus one initial) or their GP registration number. Once you have entered the name and pressed Enter the following screen will open with a list of matches:

The screenshot shows a window titled "Change GP - [ESC to close]". Inside, there is a search bar with the text "jones d" and a "Search" button. Below the search bar is a table with three columns: "Name", "Organisation", and "Post Code". The table contains several rows of data, with the first row highlighted in blue. At the bottom of the window, there are three buttons: "New Prescriber", "Update", and "Close".

Name	Organisation	Post Code
D JONES		CB8 8ET
D JONES		
D JONES	WOODSIDE GROUP PRACTICE	SE25 5NT
D JONES		LL13 7DD
D JONES	WINDLEIGH HEALTH CENTRE	CV22 6 1S

Select the correct GP from the list and then click on **Update** (or press **Enter** or **U**) to add the GP details to the patient's record.

If the prescriber is not in the list, click on the **New Prescriber** button to add their details to the prescriber list.

The **Prescriber Label** button can be used to print an address label for the prescriber.

If you have made a mistake you can use the mouse to click on any of the fields to change the content.

You do not have to enter the patients address if you do not want to, but it is good practice to include it.

You can also record patient conditions using the **Change** button in the **Conditions** section on the right-hand side of the screen and also add a **Bag Label Note** if you wish. Anything you type in the box will print on the patient's bag label.


When you are happy that all of the data is correct, click on the **Add Patient** button in the bottom right-hand corner of the screen.

You will then be prompted by RxWeb, asking if you wish to create a new prescription for the patient you have just added. If you select **Yes**, you will be taken on to the Dispensing screen. If you select **No**, the patient will be added to the system and the form will be reset ready for you to add another patient.


To edit a patient's details after you have added them, click on the **Patients** menu option and select **Edit**. Or search for the patient on the **Home** screen and click the **Edit Patient** button at the bottom of the screen.



You can add notes to a patient record with the **Notes** window in the bottom right-hand side of the **Home** screen.

The screenshot shows a software interface for patient notes. At the top, there is a table with columns for checkboxes, dates, patient identifiers, and medication names. The first row shows a checked box, the date 24/05/2013, FP10, 56, and Bendroliumethiazide 2.5mg tab. The second row shows an unchecked box, the date 24/05/2013, FP10, 56, and Simvastatin 40mg tablets. Below the table is a large, empty rectangular text area for adding new notes. To the right of this area is a vertical toolbar with icons for adding (+), deleting (X), editing (pencil), and navigating (left and right arrows). Below the text area is a row of buttons: Repeat, Reprint, Create Owings, Remove, Edit, and Endorse. Below these buttons are three more buttons: New Repeat Request, Redeem Repeat, and View Repeat. At the bottom of the interface is a footer that reads 'about a patient. 2014 pharmaSys Ltd.'

You can add new notes by clicking on plus icon 

Delete a note by clicking on the X icon 

Edit existing notes by clicking on the pencil icon 

Use left and right arrow icons to switch between multiple notes  

You can set up notes with different priority levels. Notes are colour coded according to priority, red background for high priority, yellow background for medium priority and white background for low priority. High priority notes can also be set to pop-up upon dispensing.

5. Adding a New Manual Prescription, Dispensing Items & Creating Owings

To add a new manual prescription, go to the **Home** screen by clicking on **Prescriptions** in the menu bar and selecting **Home**.

The screenshot displays the RxWeb software interface. At the top is a navigation menu with tabs: Prescriptions, Patients, CareHomes, Prescribers, Reporting, Ordering, Suppliers, and System. Below this is a search area with a text input field, a dropdown menu set to 'Name', and a search button. To the right of the search area is a table with columns: R, Date, Type, Qty, and Item. Below the search area are several buttons: Queue, Add Patient, New Prescription, Bag Label, Last Patient, Scan, More, Patient Nominations, and Patient Comms. Below these buttons is a table with columns: Name, DOB, and Address. To the right of this table is a section labeled 'Expand' containing a 'No Photo' icon and a large empty box. Below the 'Expand' section are buttons: Repeat, Reprint, Fulfill Owing, Remove, Edit, Endorse, New Repeat Request, Redeem Repeat, and View Repeat. At the bottom of the interface is a footer with the text: 'Powered by pharmaSys © NHS Confidential: Personal Data about a patient. 2014 pharmaSys Ltd.'

Search for your patient by entering their name in the **Search** box (click on the box with the mouse to turn it yellow and make it active).

You can use the options dropdown menu to the right of the search box to change the criteria you are searching such as Name, Postcode, Address or DOB.

Searching for a patient must always be done by **Surname first**. You don't have to enter the whole name, just a few letters from the surname press space and a few letters from the first name.

Make sure you press ENTER after typing the name to begin the search.

After you press enter, a list of results will appear in the box in the bottom left-hand corner of the screen. RxWeb displays the date of birth and basic address details of patients who match the name you are searching so you can ensure you select the correct patient.

When you have located the patient you are looking for in the list, you can either click on the patients name with the mouse or use the up and down arrow keys or press the number keys to select the correct patient.

If you cannot find a match for your patient, this is because you have not dispensed to them before. You will need to add them as a new patient before you can process their prescription. Please see section 3 for details on adding new patients.

To enter a new prescription for your patient, click on the **New Prescription** button or press the **N** key on the keyboard.

The Dispensing screen will then open and you can start adding the first item on the prescription.

If the patient has had the items before, you can select them from the Patient History, please see section 6 for more information on repeating items.

The screenshot shows a software interface for a dispensing screen. At the top, a header bar displays patient information: "John Smith (01/02/1930 - 84), POSTCODE - Exempt - Pre: Doctor Test - [ESC to close]". To the right of the header are buttons for "Previous", "Next", and "Item 1 of 1". Below the header, there is a "Drug Search" section with a text input box, a "Search" button, and a "Prescriber" dropdown menu set to "FP10SS". A "PMR" button is also present. A table with columns "Pack", "Drug", "P", "BB", "Tariff", and "Margin" is shown, but it is currently empty. To the left of the table is a "Filter" section with radio buttons for "Preferred Item", "Preferred List", "With account", and "All Items". Below the filter is an "Extmps" button and an "Update Stock" button. A dropdown menu shows "A A H Pharmaceuticals Ltd". Below this are "Prescribed" and "Dispensed" input fields, and a checkbox for "Create Owings". The "Order (packs)" field has a value of "1" and a help icon. To the right of the order field is a "Labels" section with radio buttons for "One Label" (selected) and "One per pack", and a "Split labels" checkbox. There are also input fields for "1" and "1" with up/down arrows, and buttons for "Custom" and "Combine Spares". A "Split" button is on the far right. Below the labels section are buttons for "New Item", "Finish", "Add", and "Close". At the bottom, there is a "Repeat Dispense" button and a checkbox for "Print these labels" which is checked. On the left side of the screen, there is a vertical menu with options: "Directions press ? for shortcuts", "Interact", "Warnings", "SPC / PIL", "BNF", "Ingreds", and "Conditions".

(A more comprehensive explanation of this screen is given at the end of this document)

To begin your search, simply start typing the name of the first item in the Drug Search box at the top of the screen.

In the following example, we will assume the first item on the prescription is Atenolol 50mg tablets.

You do not need to type the full name of the item, the first four or five characters should be sufficient. You can narrow down your search by pressing space after the name and adding the strength and form as well if you wish.

E.g. **Aten 50 t**

When you have entered the required details, press the **Enter** key on the keyboard to search the drug and device directory. The system will display the search results as shown on the next page.

It is possible to search for an item by scanning it's barcode into the Drug Search box at the point of dispensing, rather than typing the name in. Please see chapter 10 for more information.

John Smith (01/02/1930 - 84), POSTCODE - Exempt - Pre: Doctor Test - [ESC to close] Previous Next Item 1 of 1

Drug Search: aten 50 t Search Prescriber: FP10SS PMR

Items	Pack	Drug	P	BB	Tariff	Margin
1	28	Atenolol 50mg tablets (A A H Pharmaceuticals Ltd) 28 tablet 2 x 14 tablet			£0.95	£0.00
2	28	Atenolol 50mg tablets (Wockhardt UK Ltd) 28 tablet			£0.95	£0.00
3	28	Atenolol 50mg tablets (Actavis UK Ltd) 28 tablet 2 x 14 tablets	0	0	£0.95	£0.43
4	28	Atenolol 50mg tablets (Teva UK Ltd) 28 tablet 2 x 14 tablets	1	0	£0.95	£0.62
5	28	Atenolol 50mg tablets (Actavis UK Ltd) 28 tablet 2 x 14 tablets	0	0	£0.95	£0.43
6	28	Atenolol 50mg tablets (Teva UK Ltd) 28 tablet 2 x 14 tablets	1	0	£0.95	£0.82

Update Stock

A A H Pharmaceuticals Ltd ATENOLOL TAB 50MG [AAH]

Prescribed Dispensed ☐ Create Owings
tablet

Order (packs) 0

Endorsement: Atenolol 50mg tablets £0.00

Directions: Take ONE each morning

Interact: Contraindication
Warnings: ATENOLOL [ORAL]-AR - atenolol
SPC / PIL
BNF
Ingreds
Conditions

Interaction 1 of 35 Print Previous Next

Repeat Dispense

Labels: One Label ☒ Split labels 1 Custom
One per pack ☐ Copies 1 Combine Spares

0 x Atenolol 50mg tablets
Take ONE each morning
Do not stop taking this medicine unless your Doctor tells you to stop

Mr John Smith 17/03/14
Paul's Pharmacy, Paul's House, 02074718123

New Item Finish Add Close
Print these labels ☒

Once you can see a suitable match, press Enter (to move to the list of matching items) and use the up and down arrow keys on the keyboard or type the number next to the item you wish to dispense to select it. For example, to select Atenolol 50mg tablets Teva brand, you could simply press button **4** on the keyboard.

Once you have selected the correct item, press **Enter** to move on to the **Prescribed** box. Here you can enter the prescribed quantity on the prescription in either units (e.g. 28, 56 etc) or packs by typing 1p for 1 pack or 2p for 2 packs and so on. As you enter the prescribed quantity, the **Dispensed** quantity box auto-fills to match the prescribed quantity.

If you know at this stage that you do not have enough stock to dispense the full amount, you can press the **TAB** key to move the cursor from the prescribed box into the Dispensed box. Here you can change the dispensed quantity to the amount you have available, this will automatically create an **Owing**.

Once you have entered the correct quantities, you can press **Enter** again to move onto the **Directions**. By default, the system will display the standard directions for the drug selected. You can either press Enter to keep what is there, or remove and amend manually. You can free type in the directions box or use dosage codes. After you have entered your directions press Enter again.

Once you are happy that everything is correct, you can press **N** to move onto the **Next Item**, or **F** to **Finish** adding items and dispense.

Once you have clicked on **Finish**, the **Print Prescription** screen will open.

Print Prescriptions - [ESC to close]

Buttons: Amend Prescription, Dispense and Print Labels, Print Endorsements, Next Patient, Repeat Management

28 x Atenolol 50mg tablets
Mr John (Smith)

28 x Atenolol 50mg tablets
Take ONE each morning
Do not stop taking this medicine unless your Doctor tells you to stop

Mr John Smith 17/03/14
Paul's Pharmacy, Paul's House, 02074718123

One Label ☒ One label per pack ☐
Split over labels 1
Number of copies 1
Print bag label ☒

Buttons: Reprint, Free Text Label, Bag Label, Combine Spares, Custom Label

A list of all the labels you are about to print will be displayed on the left-hand side of the screen. You can click on each of them to view the label preview on the right.

If you spot a mistake and need to go back to edit the prescription, you can press the **Amend Prescription** button in the top left-hand corner.

When you are ready to dispense the prescription, press the **Dispense and Print Labels** button at the top of the screen.

If you are using an endorsing printer, you can press the **Print Endorsement** button in the top right-hand corner.

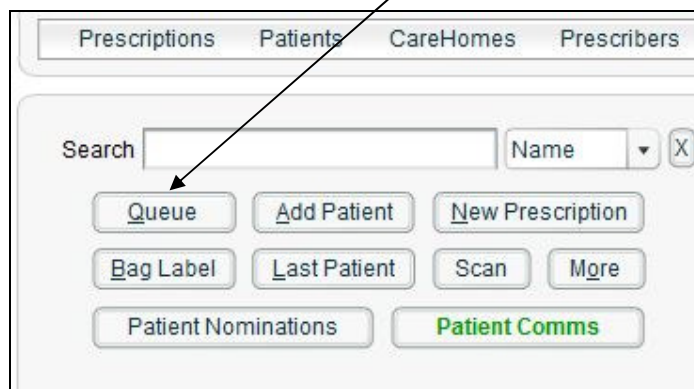
Once you have finished dispensing, press the **Next Patient** button to return to the **Home Screen**.

6. Adding a New Electronic Prescription, Dispensing Items & Creating Owings

You MUST have your smartcard inserted and working to use EPS.

RxWeb is designed to make processing electronic prescriptions straight forward and fast. Re-keying data is kept to a minimum and accuracy maintained by relying on electronic data.

To process an electronic prescription, click on the **Queue** button from the **Home Screen**.



The following screen will then open.

Make sure the **Show me** option is set to **To be Dispensed**

A screenshot of the 'Prescription Queue' screen. At the top, there are seven tabs: 'Prescriptions', 'Patients', 'CareHomes', 'Prescribers', 'Reporting', 'Ordering', 'Suppliers', and 'System'. Below these is a search bar with the text 'Barcode'. To the right of the search bar is a dropdown menu labeled 'Show me' with 'To be Dispensed' selected. Below this is a date range selector with 'For Today' and 'From 16 Mar 2014' to 'To 17 Mar 2014'. Below the date range selector is a table with the following columns: 'Patient', 'Items', 'Prescribed Date', 'Type', and 'Status'. The table is currently empty. Below the table is a section labeled 'Additional Info'. At the bottom of the screen are several buttons: 'Edit', 'Return', 'Rescan', 'View Token', 'Nominations', 'Details', and 'Refresh'. An arrow points from the text 'Make sure the Show me option is set to To be Dispensed' to the 'Show me' dropdown menu.

Click on the **Barcode** box so that it turns yellow and then scan the barcode on the prescription using your barcode scanner.

The code will read into the box and after a second or two the patients details will appear in the queue.

Once you have the prescription in the queue, click on the **Edit** button in the bottom left-hand corner to begin the dispensing process.

The first screen you see will be a patient match screen. RxWeb is checking that the patient's details on the electronic prescription match with a patient in the system.

If no match is found, RxWeb will tell you that the patient will be created as a new patient.

The screenshot shows the RxWeb 'Patient Details' screen. At the top, there is a navigation bar with tabs: Prescriptions, Patients, CareHomes, Prescribers, Reporting, Ordering, Suppliers, and System. The main header reads 'Patient Details' in blue. Below this, patient information is displayed: 'ETP Patient: Mr Ayden Issaako, 13 Broad Road North Sunderland Seahouses NE68 7UP' and 'DOB: 11/09/1985 NHS Number: 111 111 1111'. A modal dialog box titled 'NHS Number match - [ESC to close]' is centered on the screen. The dialog contains the following text: 'The following patient was matched using the patient NHS number. To select the existing patient that matched the NHS number, click 'Select Patient' or simply click 'Next'. To select create a new patient based on the information received in the prescription message click 'Select EMS Patient'. This could create a duplicate patient in the database, please make sure this prescription is for a new patient.' There is an 'Ok' button at the bottom of the dialog. In the background, a table lists patient details with columns for Name, DOB, and Address. The first row shows 'Ayden Issaako', '11/09/1985', and '13 Broad Road North Sunderland Seahouses'. To the right of the table is a 'Search' button. Below the table are buttons for 'Select Patient' and 'Select EMS Patient'. At the bottom right of the main screen is a 'Next' button. A footer at the very bottom reads 'NHS Confidential: Personal Data about a patient. 2013 pharmaSys Ltd.'

Click **OK** on the message and then click on the **Next** button in the bottom right-hand corner. The prescriber match screen will then be displayed. Again the system is confirming the GP on the electronic prescription is the same as the local patient's record. Click on **Next** in the bottom right-hand corner.

Once you have confirmed the patient and GP details you will be taken to the **Dispensing Screen**. Dispensing is performed in the exact same way as a manual prescription, except there is no keying in of data required. All you need to do is select your preferred brand/packsize from the item list, change the dispensed quantity if you do not have enough stock to fulfil the prescription (this will create an owing), change the directions if needed and press **N** to move onto the next item. When you have finished checking the last item on the prescription, press **F** to finish and dispense.

EPS2 prescriptions require an extra couple of steps after dispensing to submit the electronic endorsement claim - see the EPS2 Quick User Guide for more information on this.

7. Repeating Items from a Patient's History

When a patient returns to your pharmacy with a prescription for an item or items they have had in the past, you can repeat those items from their history, there is no need to re-key any of the data.

To repeat items that a patient has had before, go to the **Home Screen** and search for the patient you wish to dispense to. In this example we are going to assume our test patient has arrived at the pharmacy with a prescription for **Warfarin 1mg tablets** and **Atenolol 50mg tablets**. These are both items the patient has had before.

The screenshot shows the pharmacy software interface. At the top is a navigation bar with tabs: Prescriptions, Patients, CareHomes, Prescribers, Reporting, Ordering, Suppliers, and System. Below this is a search area with a text box containing 'smith' and a dropdown menu set to 'Name'. To the right of the search box is a button with an 'X' icon. Below the search box are several buttons: Queue, Add Patient, New Prescription, Bag Label, Last Patient, Scan, More, Patient Nominations, and Patient Comms. Below these buttons is a table with columns: Name, DOB, and Address. The table contains five rows of patient data, with the fifth row (Smith, John) highlighted in blue. To the right of the patient table is a large table titled 'Items (20 found)'. This table has columns: R, Date, Type, Qty, and Item. It contains ten rows of prescription data, with the first row (Bendroflumethiazide 2.5mg tab) highlighted in blue. To the left of the 'Items' table is a vertical tab labeled 'Expand'. Below the 'Items' table are several buttons: Repeat, Reprint, Create Qwings, Remove, Edit, Endorse, New Repeat Request, Redeem Repeat, and View Repeat. At the bottom of the interface is a footer bar with the text: 'Powered by pharmaSys © NHS Confidential: Personal Data about a patient. 2014 pharmaSys Ltd.'

Name	DOB	Address
1 Smith, Adam	01/03/1940	22 Test Road
2 Smith, Bob	05/06/1990	1 Test Crescent
3 Smith, Gary	11/12/1980	44 Test Street
4 Smith, Gordon	08/12/1978	51 Test Address
5 Smith, John	01/02/1930	1 Test Street, POSTCODE

R	Date	Type	Qty	Item
1	24/05/2013	FP10	56	Bendroflumethiazide 2.5mg tab
2	24/05/2013	FP10	56	Simvastatin 40mg tablets
3	24/05/2013	FP10	28	Atenolol 50mg tablets
4	24/05/2013	FP10	56	Simvastatin 40mg tablets
5	24/05/2013	FP10	28	Warfarin 1mg tablets
6	24/05/2013	FP10	56	Bendroflumethiazide 2.5mg tab
7	24/05/2013	FP10	28	Atenolol 50mg tablets
8	24/05/2013	FP10	56	Simvastatin 40mg tablets
9	24/05/2013	FP10	56	Bendroflumethiazide 2.5mg tab
10	24/05/2013	FP10	56	Simvastatin 40mg tablets

You can press **X** on the keyboard or click on the **Expand** tab at the side of the PMR history area to see more details such as dosage information if you wish.

Select the items from the patient's history by clicking on the tickbox next to each item with the mouse, or use the keyboard up and down arrow keys and the **Spacebar** to select. Once they are ticked, as shown below, click on the **Repeat** button at the bottom of the screen or press **R** on the keyboard.

The screenshot shows the RxWeb software interface. At the top, there are tabs: Prescriptions, Patients, CareHomes, Prescribers, Reporting, Ordering, Suppliers, and System. Below the tabs, there is a search bar with 'smith' entered and a dropdown menu set to 'Name'. To the right of the search bar is a 'Filter' button and a 'Search' button. Below the search bar are several buttons: Queue, Add Patient, New Prescription, Bag Label, Last Patient, Scan, More, Patient Nominations, and Patient Comms. On the left, there is a table with columns Name, DOB, and Address. The table contains five rows of patient data, with the fifth row (Smith, John) highlighted. On the right, there is a table with columns R, Date, Type, Qty, and Item. The table contains ten rows of prescription data, with the third row (24/05/2013, FP10, 28, Atenolol 50mg tablets) highlighted. Below the table are several buttons: Repeat, Reprint, Create Owings, Remove, Edit, Endorse, New Repeat Request, Redeem Repeat, and View Repeat. At the bottom, there is a footer that reads: Powered by pharmaSys © NHS Confidential: Personal Data about a patient. 2014 pharmaSys Ltd.

	Name	DOB	Address
1	Smith, Adam	01/03/1940	22 Test Road
2	Smith, Bob	05/06/1990	1 Test Crescent
3	Smith, Gary	11/12/1980	44 Test Street
4	Smith, Gordon	08/12/1978	51 Test Address
5	Smith, John	01/02/1930	1 Test Street, POSTCODE

R	Date	Type	Qty	Item
<input type="checkbox"/>	24/05/2013	FP10	56	Bendroflumethiazide 2.5mg tab
<input type="checkbox"/>	24/05/2013	FP10	56	Simvastatin 40mg tablets
<input checked="" type="checkbox"/>	24/05/2013	FP10	28	Atenolol 50mg tablets
<input type="checkbox"/>	24/05/2013	FP10	56	Simvastatin 40mg tablets
<input checked="" type="checkbox"/>	24/05/2013	FP10	28	Warfarin 1mg tablets
<input type="checkbox"/>	24/05/2013	FP10	56	Bendroflumethiazide 2.5mg tab
<input type="checkbox"/>	24/05/2013	FP10	28	Atenolol 50mg tablets
<input type="checkbox"/>	24/05/2013	FP10	56	Simvastatin 40mg tablets
<input type="checkbox"/>	24/05/2013	FP10	56	Bendroflumethiazide 2.5mg tab
<input type="checkbox"/>	24/05/2013	FP10	56	Simvastatin 40mg tablets

Once you have done this, a new prescription will be created with the selected items on and you will be presented with some options on how you would like to proceed. An example can be seen on the next page.

Prescriptions Patients CareHomes Prescribers Reporting Ordering Suppliers System

Create Prescription

Patient Selected: John Smith

Prescriber Selected: Doctor Test

Create Prescription

Exemptions C: is 60 years of age

Item dispensed - partial

Warnings

Item

Options - [ESC to close]

How would you like to proceed

Add Another Finish Close

Repeat Management

Type FP10SS

Dispensing Item Edit Remove

Warnings	Item	Qty	Price	Fee
+	Warfarin 1mg tablets 17/03/2014 - Warfarin 1mg tablets (Actavis UK Ltd) 28 tablet (Alliance Healthcare Ltd)	28 tablet	£0.89	£7.85
+	Atenolol 50mg tablets 17/03/2014 - Atenolol 50mg tablets (Teva UK Ltd) 28 tablet 2 x 14 tablets (Sigma)	28 tablet	£0.95	£7.85

Create Repeat Dispensing

Total Cost: £0.00

Dispense

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RxWeb has created the new prescription for the repeated items.

If you wish to edit any of the details of the items you are repeating (e.g. brand, packsize, directions, etc) then you need to click on **Close**, to close the **Options** box in the middle of the screen.

This will then allow you to highlight an item from the list and then click on the **Edit** button.

You can also change the order of the items shown on screen by highlighting an item and using the blue up and down arrows on the left, to re-arrange the order (this is the order the items will print on the endorsement).

If you are happy with the default selection, click on the **Finish** button in the **Options** box. This will open the **Print Prescriptions** screen where you can then Dispense and print your labels and print your endorsing.

If you wish to add a new item to the prescription as well as the repeated items from the history, click on the **Add Another** button from the **Options** box. This will take you onto the Dispensing Screen so that you can add another item to the prescription manually.

8. Owings

Owings can be created at the point where you enter the prescription item. However, it may not be until the item is picked from the shelf, that the dispenser realises there is insufficient stock to complete the prescription. Therefore, RxWeb allows you to create an owing after you have dispensed the item as shown below.

The screenshot displays the RxWeb software interface. At the top, there is a navigation bar with tabs: Prescriptions, Patients, CareHomes, Prescribers, Reporting, Ordering, Suppliers, and System. Below this, a search bar and a list of buttons (Queue, Add Patient, New Prescription, Bag Label, Last Patient, Scan, More, Patient Nominations, Patient Comms) are visible. A table on the left lists patient details (Name, DOB, Address). A table on the right lists prescriptions (R, Date, Type, Qty, Item). The 'Create Owings' button is highlighted in the bottom right area of the interface. Arrows indicate the workflow: from the patient list to the prescription list, then to the 'Create Owings' button.

Name	DOB	Address
1 Smith, Adam	01/03/1940	22 Test Road
2 Smith, Bob	05/06/1990	1 Test Crescent
3 Smith, Gary	11/12/1980	44 Test Street
4 Smith, Gordon	08/12/1978	51 Test Address
5 Smith, John	01/02/1930	1 Test Street, POSTCOD

R	Date	Type	Qty	Item
1 <input checked="" type="checkbox"/>	18/03/2014	FP10	28	Atenolol 50mg tablets
2 <input type="checkbox"/>	24/05/2013	FP10	56	Bendroflumethiazide 2.5mg tab
3 <input type="checkbox"/>	24/05/2013	FP10	56	Simvastatin 40mg tablets
4 <input type="checkbox"/>	24/05/2013	FP10	28	Atenolol 50mg tablets
5 <input type="checkbox"/>	24/05/2013	FP10	56	Simvastatin 40mg tablets
6 <input type="checkbox"/>	24/05/2013	FP10	28	Warfarin 1mg tablets
7 <input type="checkbox"/>	24/05/2013	FP10	56	Bendroflumethiazide 2.5mg tab
8 <input type="checkbox"/>	24/05/2013	FP10	28	Atenolol 50mg tablets
9 <input type="checkbox"/>	24/05/2013	FP10	56	Simvastatin 40mg tablets
10 <input type="checkbox"/>	24/05/2013	FP10	56	Bendroflumethiazide 2.5mg tab

Repeat Reprint **Create Owings** Remove Edit Endorse
New Repeat Request Redeem Repeat View Repeat

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To create an owing after you have finished dispensing, simply go to the patient's record, click the tick box next to the drug you wish to create an owing on, and click on the **Create Owings** button or press **O** on the keyboard.

The following screen will then appear:

Search [] Name [v] X Filter Search [] Items (21 found)

R	Date	Type	Qty	Item
1	18/03/2014	FP10	28	Atenolol 50mg tablets

Create Owings - [ESC to close]

Date	Item	Qty
18/03/14	Atenolol 50mg tablets (Teva UK Ltd) 28 tablet 2 x 14 tablets	28

☒ Print Labels
☒ Print Owings

Change Dispensed Qty to 14

Edit Prescription Create Owning Close

Repeat Reprint Create Owings Remove Edit Engorse

Show History Interventions MUR Edit Patient New Repeat Request Redeem Repeat View Repeat

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Enter the actual quantity you are able to dispense in the **Change Dispensed Qty to** box and then click on the **Create Owning** button (in the above example we only have 14 tablets in stock which we can dispense). RxWeb will then reprint the labels for the item and record the balance as an owing in the patient's history. The item will be highlighted in green in the PMR to indicate that it is an owing.

To redeem an owing, click on the green owing item in the patient's history and then click on the **Fulfil Owings** button (highlighted in red) at the bottom of the screen, or press **O** on the keyboard.

Prescriptions Patients CareHomes Prescribers Reporting Ordering Suppliers System

Search Name X

Queue Add Patient New Prescription
Bag Label Last Patient Scan More
Patient Nominations Patient Comms

	Name	DOB	Address
1	Smith, Adam	01/03/1940	22 Test Road
2	Smith, Bob	05/06/1990	1 Test Crescent
3	Smith, Gary	11/12/1980	44 Test Street
4	Smith, Gordon	08/12/1978	51 Test Address
5	Smith, John	01/02/1930	1 Test Street, POSTCODE

Filter Search Items(21 found)

	R	Date	Type	Qty	Item
1	<input checked="" type="checkbox"/>	18/03/2014	FP10	28	Atenolol 50mg tablets
2	<input type="checkbox"/>	24/05/2013	FP10	56	Bendroflumethiazide 2.5mg tab
3	<input type="checkbox"/>	24/05/2013	FP10	56	Simvastatin 40mg tablets
4	<input type="checkbox"/>	24/05/2013	FP10	28	Atenolol 50mg tablets
5	<input type="checkbox"/>	24/05/2013	FP10	56	Simvastatin 40mg tablets
6	<input type="checkbox"/>	24/05/2013	FP10	28	Warfarin 1mg tablets
7	<input type="checkbox"/>	24/05/2013	FP10	56	Bendroflumethiazide 2.5mg tab
8	<input type="checkbox"/>	24/05/2013	FP10	28	Atenolol 50mg tablets
9	<input type="checkbox"/>	24/05/2013	FP10	56	Simvastatin 40mg tablets
10	<input type="checkbox"/>	24/05/2013	FP10	56	Bendroflumethiazide 2.5mg tab

Repeat Reprint **Fulfil Owings** Remove Edit Engorse
New Repeat Request Redeem Repeat View Repeat

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The Fulfil Owings screen will then open asking you to enter the quantity you are fulfilling against the owing.

Fulfil Owings - [ESC to close]

Date	Item	Qty
	Atenolol 50mg tablets	28
18/03/14	Atenolol 50mg tablets (Teva UK Ltd) 28 tablet 2 x 14 tablets	14

One Label ☒
One per pack ☐
Split labels
Combine Spares

☒ Print Labels
☒ Print Owings
☒ Print Bag Label

Add Owing Qty

Edit Prescription Fulfil Owing Close

The system displays that 28 Atenolol 50mg tablets were prescribed and 14 were dispensed. Therefore it knows that the quantity waiting to be fulfilled is 14.

You can simply click on the **Fulfil Owing** button to dispense the final 14 tablets, or if you still don't have the full amount, change the number in the **Add Owing Qty** box to the amount you are dispensing.

9. Extemporaneous Items

RxWeb uses the NHS DM+D for its drugs database and therefore gives a comprehensive and up to date list of available items. There are circumstances however, when you may wish to add your own drugs, items or devices to the system.

To add an item, click on **Ordering** from the menu bar and then select **Extemp**. The following screen will then be displayed.

To create a new item, click on the **New Extemp** tab and enter the details of your item. Click on the **Save** button at the bottom of the screen when you are finished. If you wish to use this item when dispensing, simply search for it in the normal way as you would with any other drug.

You can also create an Extemporaneous item from the button on the Dispensing Screen. Please see the Extemporaneous Items Quick User Guide for more information.

10. Scanning Barcodes

RxWeb allows you to manage items via your scanner and the product barcodes. When dispensing, instead of typing in an item name, try scanning the barcode of the product with your scanner. The system will find the item via the barcode if it is linked to the product in the drug database.

John Smith (01/02/1930 - 84), POSTCODE - Exempt - Pre: Doctor Test - [ESC to close] Previous Next Item 1 of 1

Drug Search 5017007019213 Search Prescriber FP10SS PMR

Items

	Pack	Drug	P	BB	Tariff	Margin
1	28	Atenolol 50mg tablets (Teva UK Ltd) 28 tablet 2 x 14 tablets	0	0	£0.95	£0.62

Filter
 Preferred Item ☐
 Preferred List ☐
 With account ☒
 All Items ☐

Extemp
 Update Stock

A A H Pharmaceuticals Ltd ATENOLOL TAB 50MG [APS/TEVA]
 Prescribed Dispensed Create Owings
 tablet

Order (packs) 0

Endorsement Atenolol 50mg tablets £0.00

Directions
 press ?
 for shortcuts Take ONE each morning

Interact
 Warnings Contraindication
 SPC / PIL ATENOLOL [ORAL]-AR - atenolol
 BNF
 Ingreds
 Conditions

Interaction 1 of 35 Print Previous Next

Repeat Dispense

Labels
 One Label ☒ Split labels 1 Custom
 One per pack ☐ Copies 1 Combine Spares

Split 0

0 x Atenolol 50mg tablets
 Take ONE each morning
 Do not stop taking this medicine unless your
 Doctor tells you to stop

Mr John Smith 18/03/14
 Paul's Pharmacy, Paul's House, 02074718123

New Item Finish Add Close
 Print these labels ☒

If a barcode is not recognised you will see the following message:

No items Found - [ESC to close]

The barcode could not be found. Please check it and try again.

Ok

Please see the separate **Dispensing with Barcodes** help sheet for more information on how to use barcodes and how to link barcodes to items.

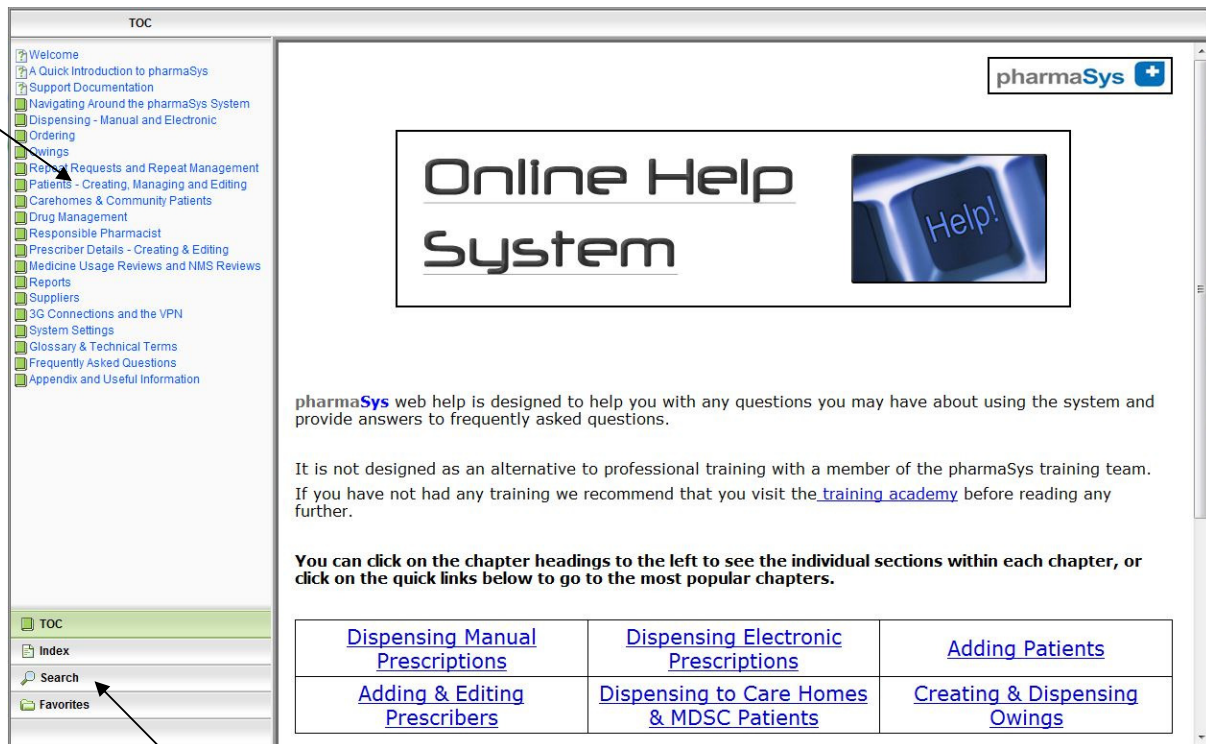
11. On-line Manual and Help System

RxWeb has a full on-line manual and help file within the system. To access it, click on the ? at the end of the menu bar.



Te left-hand side of the help system shows the different chapters available. Clicking on each chapter will open the chapter and show you the topics available.

You can click on a topic to display the content on the right-hand side of the screen.



You can use the **Search** button to search for keywords or phrases.